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EPC 4..Understanding The Self

Topic:- **Developing skills of communication:**
listening to others, sharing feelings,
descriptive non-judgemental feedback,
empathizing.

Before We Develop Our Communication
Skills We Need to Understand

What is communication skill?

Being able to communicate effectively is perhaps the most important of all life skills. It is what enables us to pass information to other people, and to understand what is said to us. You only have to watch a baby listening intently to its mother and trying to repeat the sounds that she makes to understand how fundamental is the urge to communicate.

Communication, at its simplest, is the act of transferring information from one place to another. It may be vocally (using voice), written (using printed or digital media such as books, magazines, websites or emails), visually (using logos, maps, charts or graphs) or non-verbally (using body language, gestures and the tone and pitch of voice). In practice, it is often a combination of several of these.

Here are the 9 Tips for Improving Your Communication Skills:

1. Make communication a priority. Take classes, read books, magazine articles or learn from successful communicators around you. Seek a mentor or coach.
2. Simplify and stay on message. Use simple, straightforward language. Remember that Lincoln's Gettysburg Address was 286 words, about two minutes long.
3. Engage your listeners or readers. Draw your listeners and readers into the conversation. Ask questions and invite opinions. Solicit their feedback.

4. Take time to respond. After you've listened (and understood) take time to "draft" in your head what you want to say.
5. Make sure you are understood. Don't blame the other person for not understanding. Instead, look for ways to clarify or rephrase what you are trying to say so it can be understood.
6. Develop your listening skills, too. The best communicators are almost always the best listeners. Listen without judgment and don't be distracted by thinking about what you want to say next. Then, respond, not react.
7. Body language is important. Studies show that 65% of all communication is

non-verbal. Watch for visual signs that your listener understands, agrees or disagrees with your message. And be aware that your body is sending signals, too.

8. Maintain eye contact. Whether speaking to a crowd or one-on-one, maintaining eye contact builds credibility and demonstrates you care about your listeners.
9. Respect your audience. Recognize your message is not just about you or what you want. You should sincerely care about the needs and the unique perspectives of those to whom you are communicating. One of the best ways to show your respect is simply by paying attention to what they say.

Listening To Others

Why Listening To Other Is Important?

Listening to other is actively absorbing the information given to you by a speaker, showing that you are listening and interested, and providing feedback to the speaker so that he or she knows the message was received. Delivering verbal communication, like writing a newsletter, involves trying to choose the right words and nonverbal cues to convey a message that will be interpreted in the way that you intend. Effective listeners show speakers that they have been heard and understood.

Listening To Others Can Be Developed By Following Ways: -

1: Face the speaker and maintain eye contact.

2: Be attentive, but relaxed.

3: Keep an open mind.

4: Listen to the words and try to picture what the speaker is saying.

5: Don't interrupt and don't impose your solutions.

6: Wait for the speaker to pause to ask clarifying questions.

7: Try to feel what the speaker is feeling.

8: Give the speaker regular feedback.

In today's high-tech, high-speed, high-stress world, communication is more important than ever, yet we seem to devote less and less time to really listening to one another. Genuine listening has become a rare gift—the gift of time. It helps build relationships, solve problems, ensure understanding, resolve conflicts, and improve accuracy. At work,

effective listening means fewer errors and less wasted time. At home, it helps develop resourceful, self-reliant kids who can solve their own problems. Listening builds friendships and careers.

Feelings Sharing

1. Get Comfortable With The Fact That It's OK To Have These Feelings

Often times when we aren't comfortable sharing our feelings, it's because we don't think that they're valid or worthy of being shared. The idea that "it's our own problem" gets into our heads, and we just sit on them until we figure a way to live with them or forget about them.

So the first tip on how to finally get yourself to share your feelings is to allow yourself to believe that your feelings are valid. You have them for a certain reason, and you need to work through them to create a solution.

2. It's Cliche But True: Keep In Mind People Aren't Mind Readers

While a friend or co-worker could have *royally* pissed you off, it's not fair to think that they know exactly what they've done and that they're now responsible to make it up to you. For all you know, this is how they treat everyone and you interpreted it the wrong way, or they didn't even realize they said something offhanded or worthy of insult. Keep that in mind next time you debate over whether you should stew or speak your mind.

3. Trust That The Person Is Going To Care To Find A Solution

Another issue you might have when expressing your feelings is believing that no one will care enough to fix them. But that's not true! If it's your friends, they love you enough to make sure you're happy, and if it's your boss, they respect and appreciate you enough to make sure that you have a positive working environment you look forward coming to.

4. Try To Use More Vulnerable Adjectives

Now that you've finally convinced yourself to bring your feelings up, you need some tactics on how to do so. You want to be heard, but you might be worried that someone will go on the defensive with you. To avoid that, try using more vulnerable

adjectives like "worried," "uncomfortable," or "upset" rather than "angry."

5. Use The Words "I Feel" And Not "You Make Me Feel"

Speaking of language, be careful how you start the conversation. In the same vein as the "vulnerable words" tactic, you want to make sure you don't put your other party on the defensive. So rather than blaming them with a phrase like "you make me feel," make sure you take ownership for your emotions and use "I."

Descriptive Non-Judgmental Feedback

The non-judgmental communication is keeping an open mind. Having pre-conceived notions can sometimes invite judgmental thinking. As the oft-quoted saying goes, "Be curious, not judgmental."

- When in disagreement, commit to focusing on the veracity of a claim, not your opinions of the person you disagree with.
- Hear the person out all the way before coming to a conclusion.
- Ask “why” to get a better understanding behind someone’s actions or thinking.
- Ask them what they think could be improved. They may make the same observations you’ve made, which helps neutralize judgment.
- Instead of giving something a thumbs down offer constructive pointers and ideas for improvement.
- Use non-judgemental words Instead of “good”, “bad”, “right” and “wrong” use the word “interesting” and follow it up with your observations.
- Keep things focused on the situation at hand and avoid generalizations.

Empathizing Develops Skills Of Communication

Empathy is the ability to recognize emotions and to share perspectives with other people. It's one of the five key components of emotional intelligence, and it helps to build trust and strengthen relationships.

There are three stages of empathy:

- Cognitive empathy is being aware of the emotional state of another person.
- Emotional empathy is engaging with and sharing those emotions.
- Compassionate empathy involves taking action to support other people.

To use empathy effectively, give your co-worker your full attention, looking out for verbal and nonverbal clues to help you fully understand their situation. Set aside your own assumptions, acknowledge your colleague's feelings, allow an emotional connection, then take positive action that will improve their well-being.

